

2009

Library Survey Spring 2009 Comprehensive Report

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Library Survey Spring 2009

Type: Comprehensive Report

Total number of responses collected: 496



•Which of the following best describes your status at UNF?

UNF Undergraduate Student

UNF Graduate Student

UNF Faculty

Other Library users



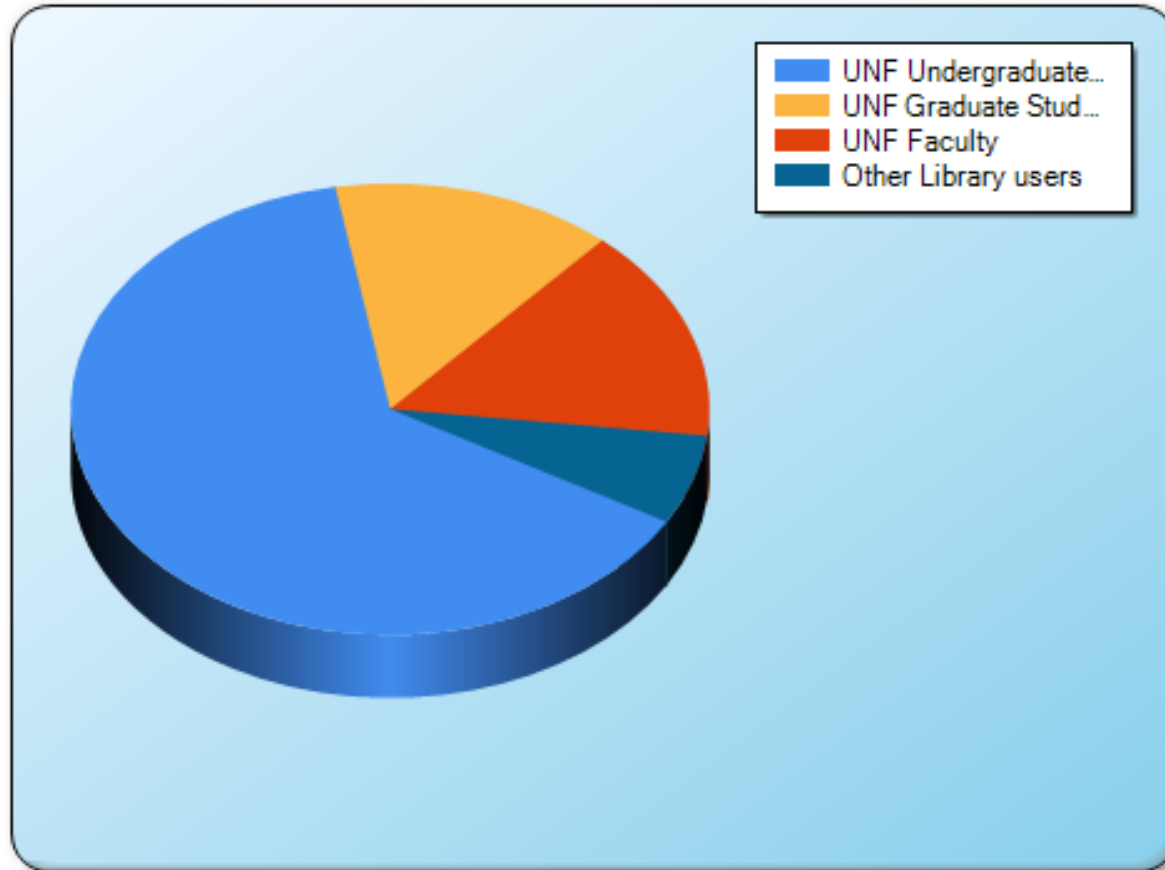
Start: Which of the following best describes your status at UNF?

Statistic	Value
Valid Responses	496
Total Responses	496
Maximum	4.000
Minimum	1.000
Mean	1.643
Median	1.000
Mode	1
Sum	815.000
Standard Deviation	0.962

Start: Which of the following best describes your status at UNF?

Response	Frequency	Count
UNF Undergraduate Student	63.9%	317
UNF Graduate Student	14.3%	71
UNF Faculty	15.3%	76
Other Library users	6.5%	32
Mean		1.643
Standard Deviation		0.962
Valid Responses		496
Total Responses		496

Start: Which of the following best describes your status at UNF?



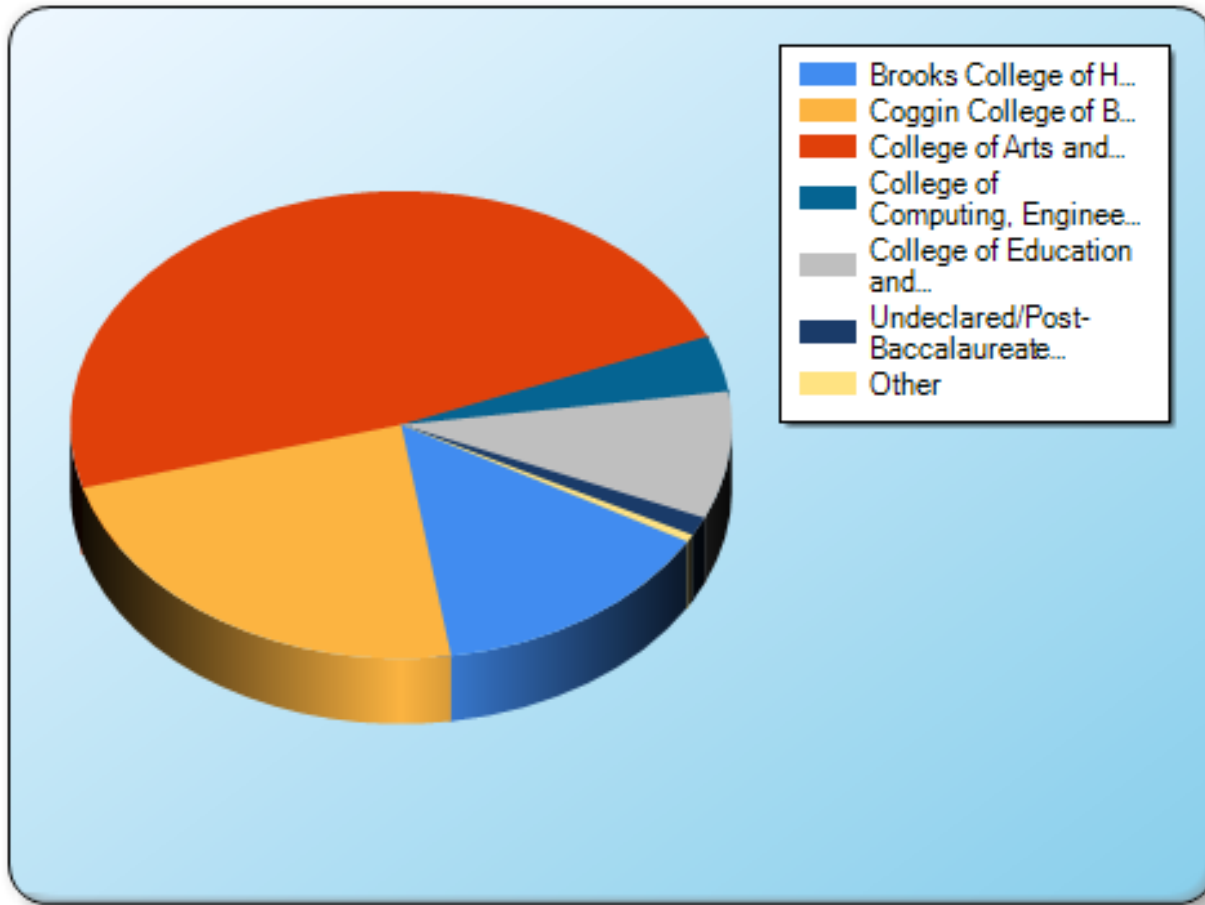
Student, Staff, and Other Survey



1: In what college is your major?

Response	Frequency	Count
Brooks College of Health	14.2%	55
Coggin College of Business	23.1%	89
College of Arts and Sciences	48.2%	186
College of Computing, Engineering, and Construction	3.9%	15
College of Education and Human Services	8.8%	34
Undeclared/Post-Baccalaureate student	1.3%	5
Other	0.5%	2
Mean		2.759
Standard Deviation		1.156
Valid Responses		386
Total Responses		386

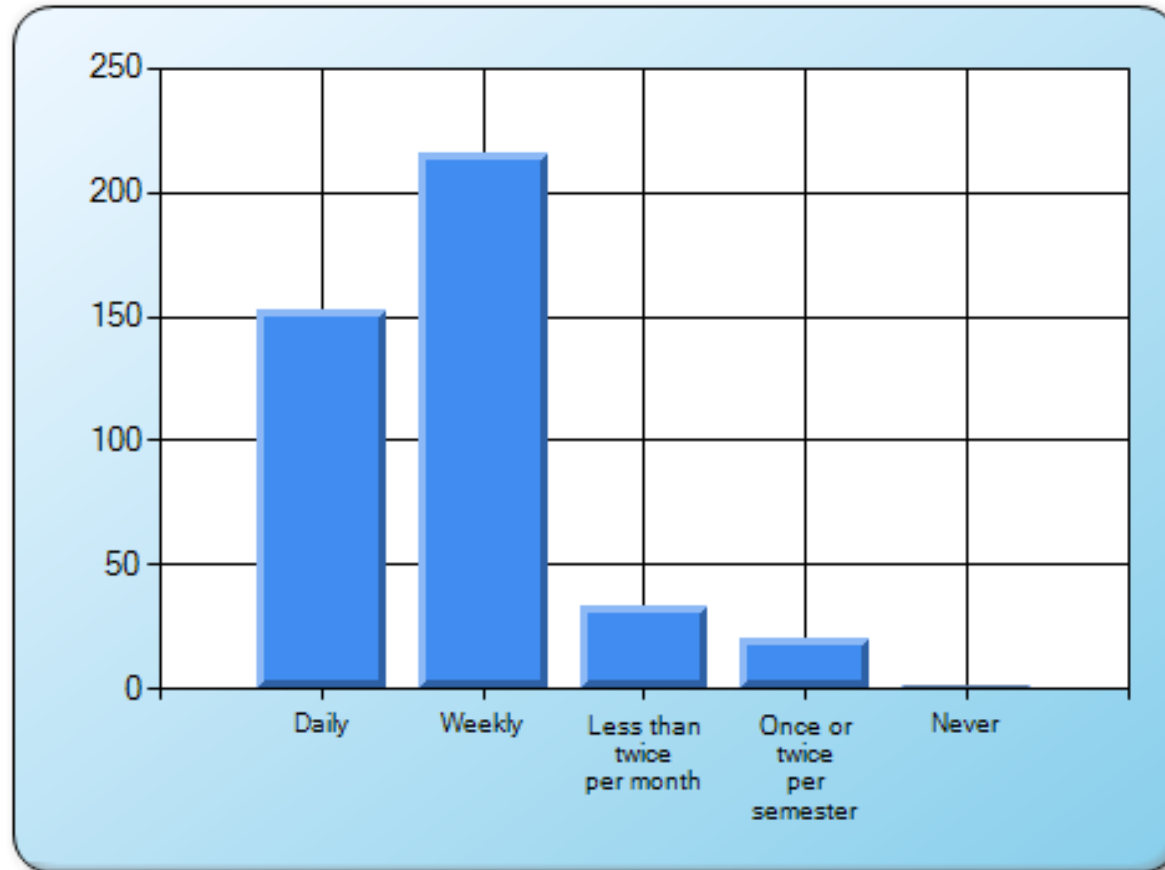
1: In what college is your major?



2: How often do you visit the Library in person?

Response	Frequency	Count
Daily	37.1%	153
Weekly	52.4%	216
Less than twice per month	8.0%	33
Once or twice per semester	4.9%	20
Never	0.2%	1
Valid Responses		412
Total Responses		412

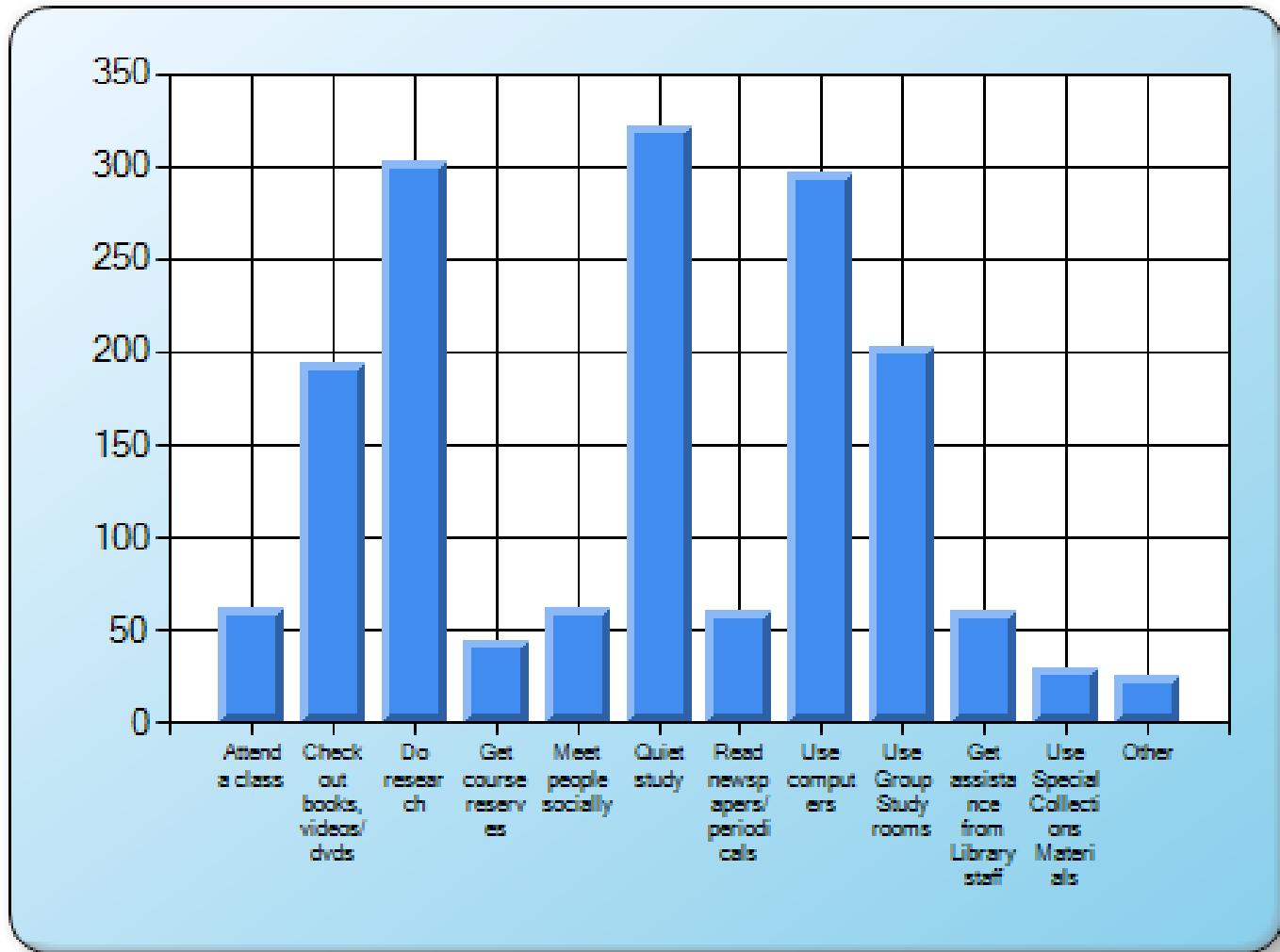
2: How often do you visit the Library in person?



3: Why do you come to the Library? (Check all that apply)

Response	Frequency	Count
Attend a class	15.0%	61
Check out books, videos/dvds	47.7%	194
Do research	74.4%	303
Get course reserves	10.8%	44
Meet people socially	15.0%	61
Quiet study	78.9%	321
Read newspapers/periodicals	14.7%	60
Use computers	73.0%	297
Use Group Study rooms	49.9%	203
Get assistance from Library staff	14.7%	60
Use Special Collections Materials	7.4%	30
Other	6.1%	25
Valid Responses		407
Total Responses		407

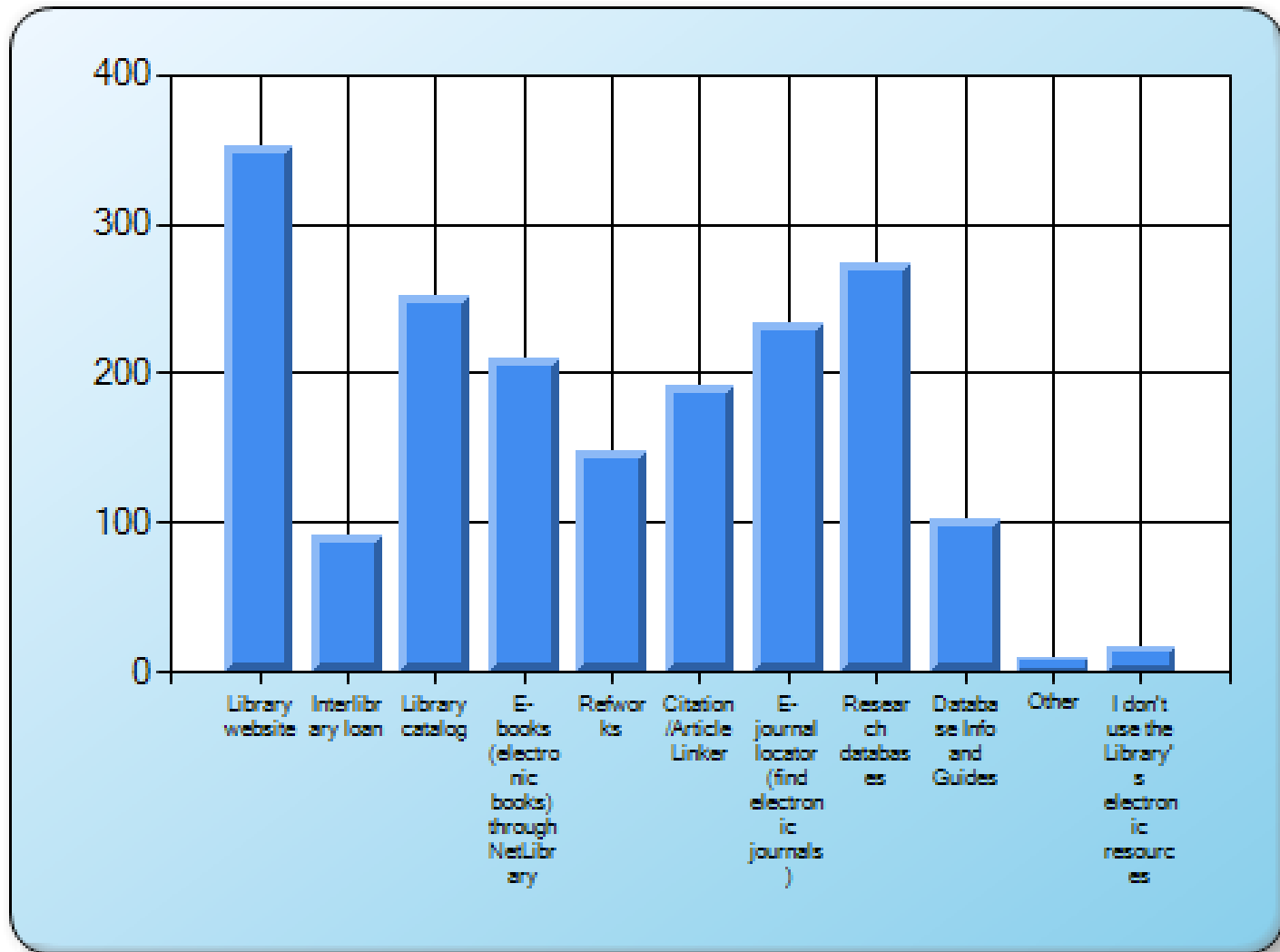
3: Why do you come to the Library? (Check all that apply)



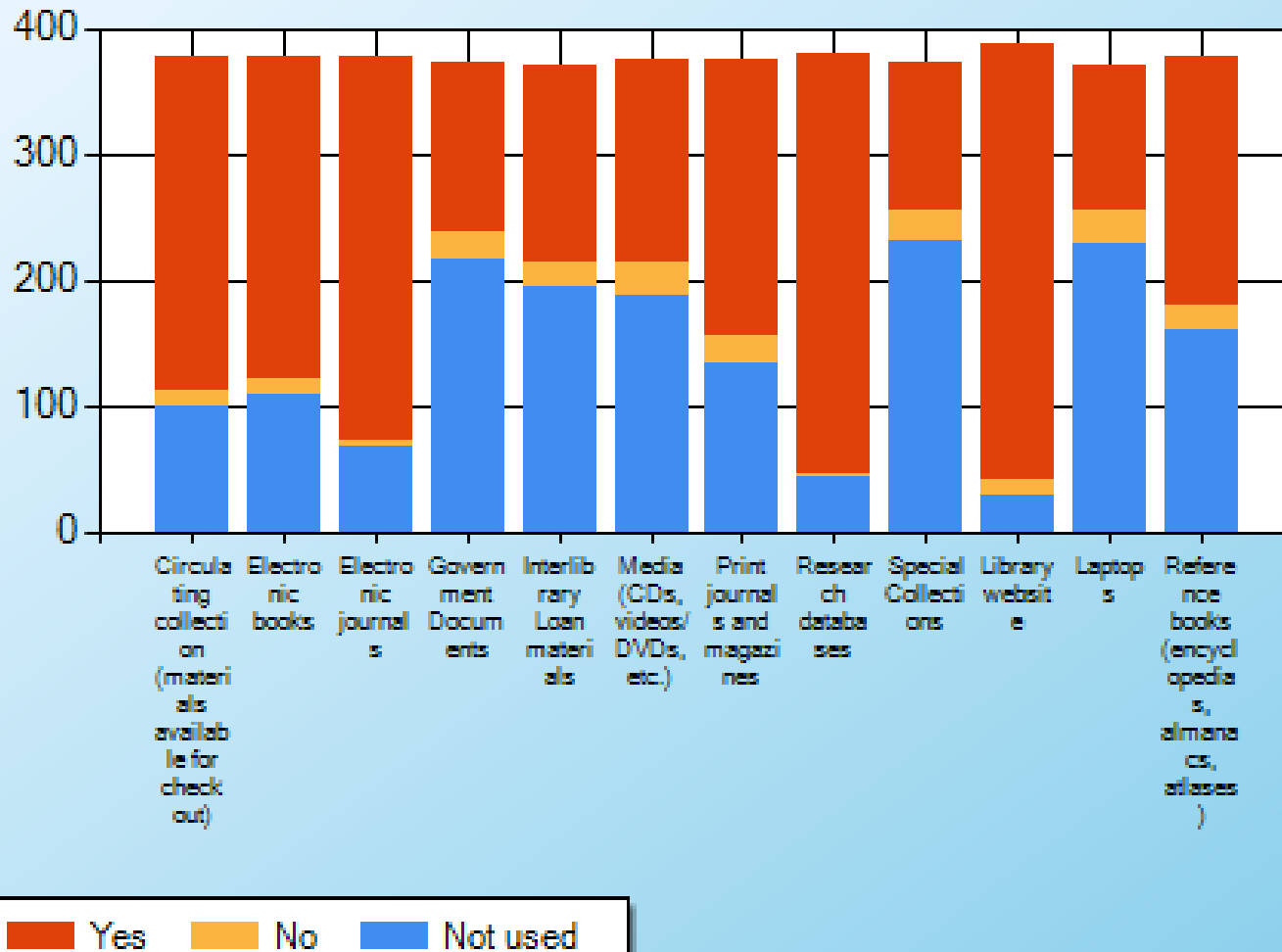
4: Select the electronic resources you use. (Check all that apply)

Response	Frequency	Count
Library website	87.6%	352
Interlibrary loan	22.6%	91
Library catalog	62.4%	251
E-books (electronic books) through NetLibrary	52.0%	209
Refworks	36.8%	148
Citation/Article Linker	47.8%	192
E-journal locator (find electronic journals)	58.2%	234
Research databases	67.9%	273
Database Info and Guides	25.6%	103
Other	2.5%	10
I don't use the Library's electronic resources	4.2%	17
Valid Responses		402
Total Responses		402

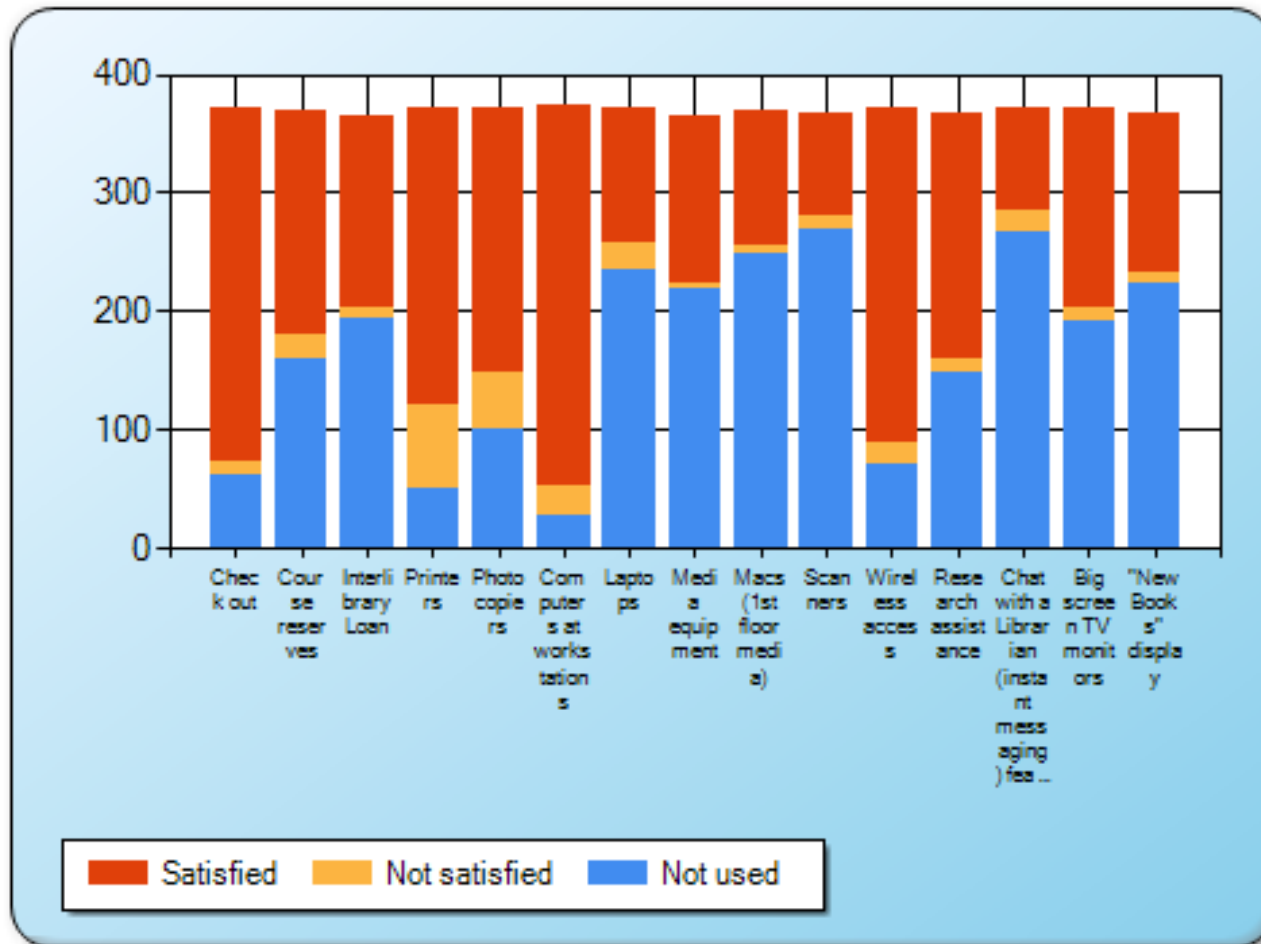
4: Select the electronic resources you use. (Check all that apply)



5: Do these resources help you with your assignments or projects?



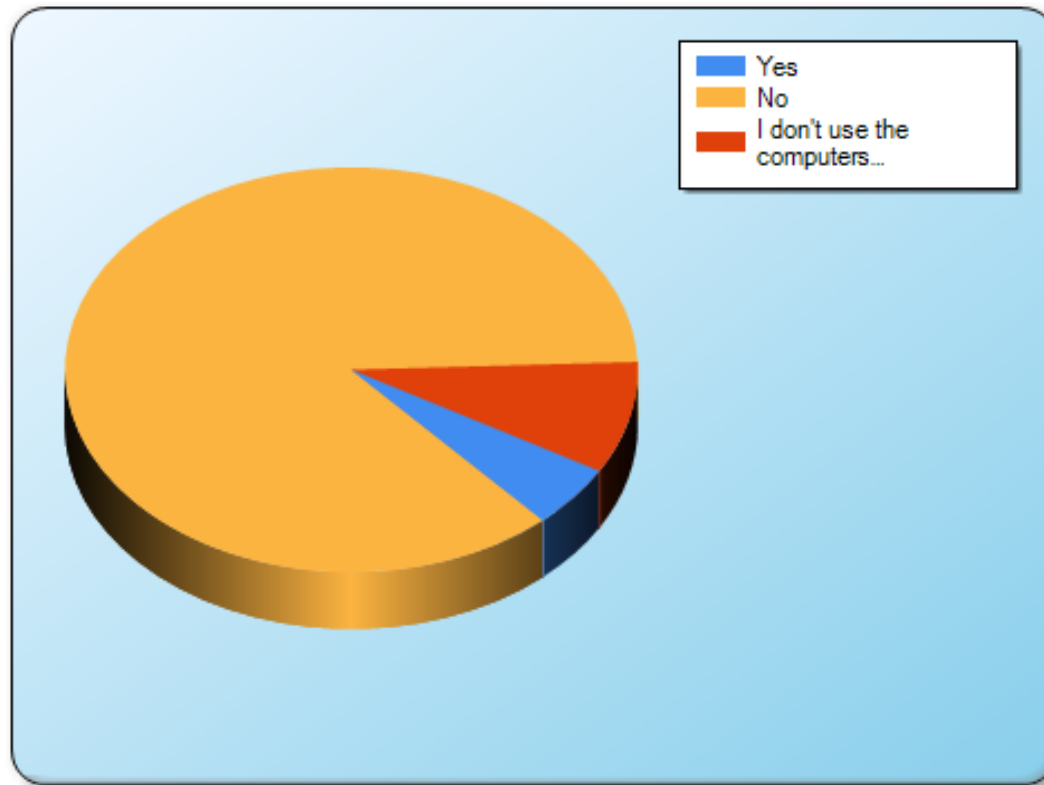
6: How satisfied are you with the following services?



7: If you use the Computer Commons on the 2nd floor, do you need computer assistance?

Response	Frequency	Count
Yes	5.0%	19
No	86.1%	327
I don't use the computers on the 2nd floor	8.9%	34
Not Answered		2
Mean		2.039
Standard Deviation		0.372
Valid Responses		380
Total Responses		382

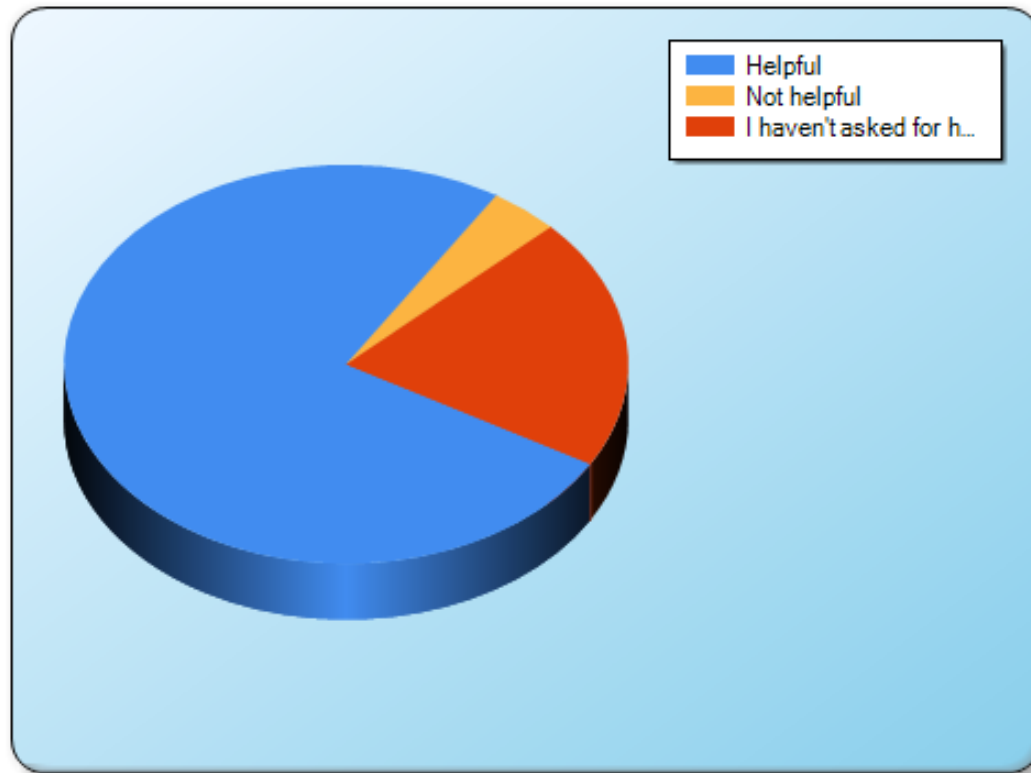
7: If you use the Computer Commons on the 2nd floor, do you need computer assistance?



8: Please describe your experience with library staff members. Have they been:

Response	Frequency	Count
Helpful	75.6%	285
Not helpful	4.0%	15
I haven't asked for help	20.4%	77
Not Answered		5
Mean		1.448
Standard Deviation		0.811
Valid Responses		377
Total Responses		382

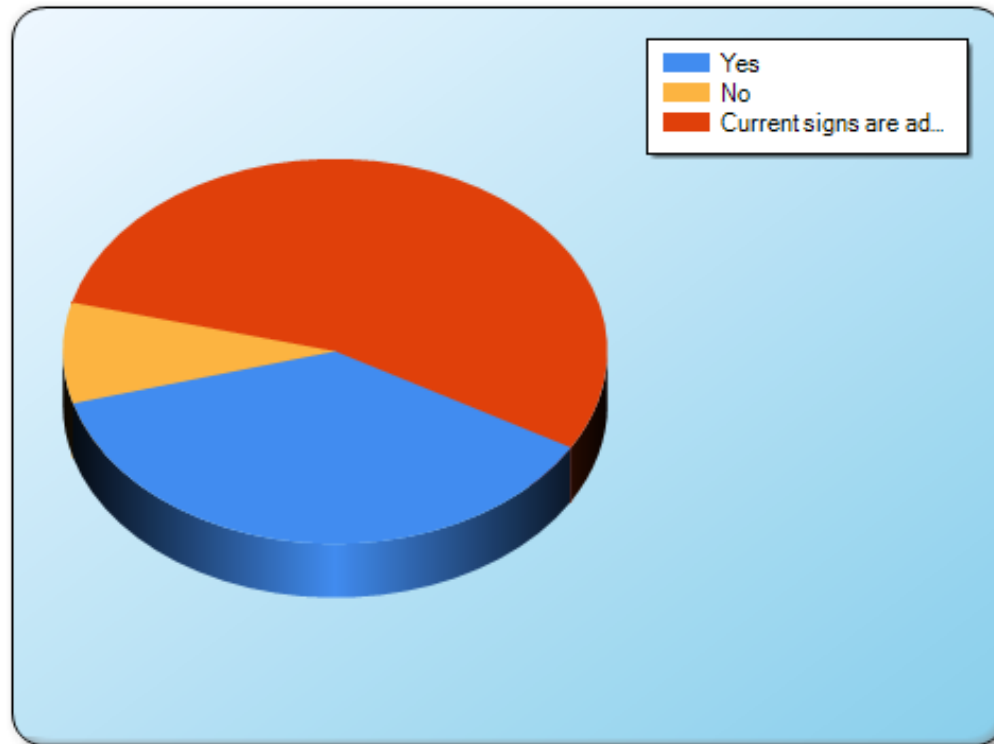
8: Please describe your experience with library staff members. Have they been:



9: Would additional directional signs and floor layout maps be helpful for locating items in the library?

Response	Frequency	Count
Yes	37.3%	141
No	8.5%	32
Current signs are adequate	54.2%	205
Not Answered		4
Mean		2.169
Standard Deviation		0.943
Valid Responses		378
Total Responses		382

9: Would additional directional signs and floor layout maps be helpful for locating items in the library?



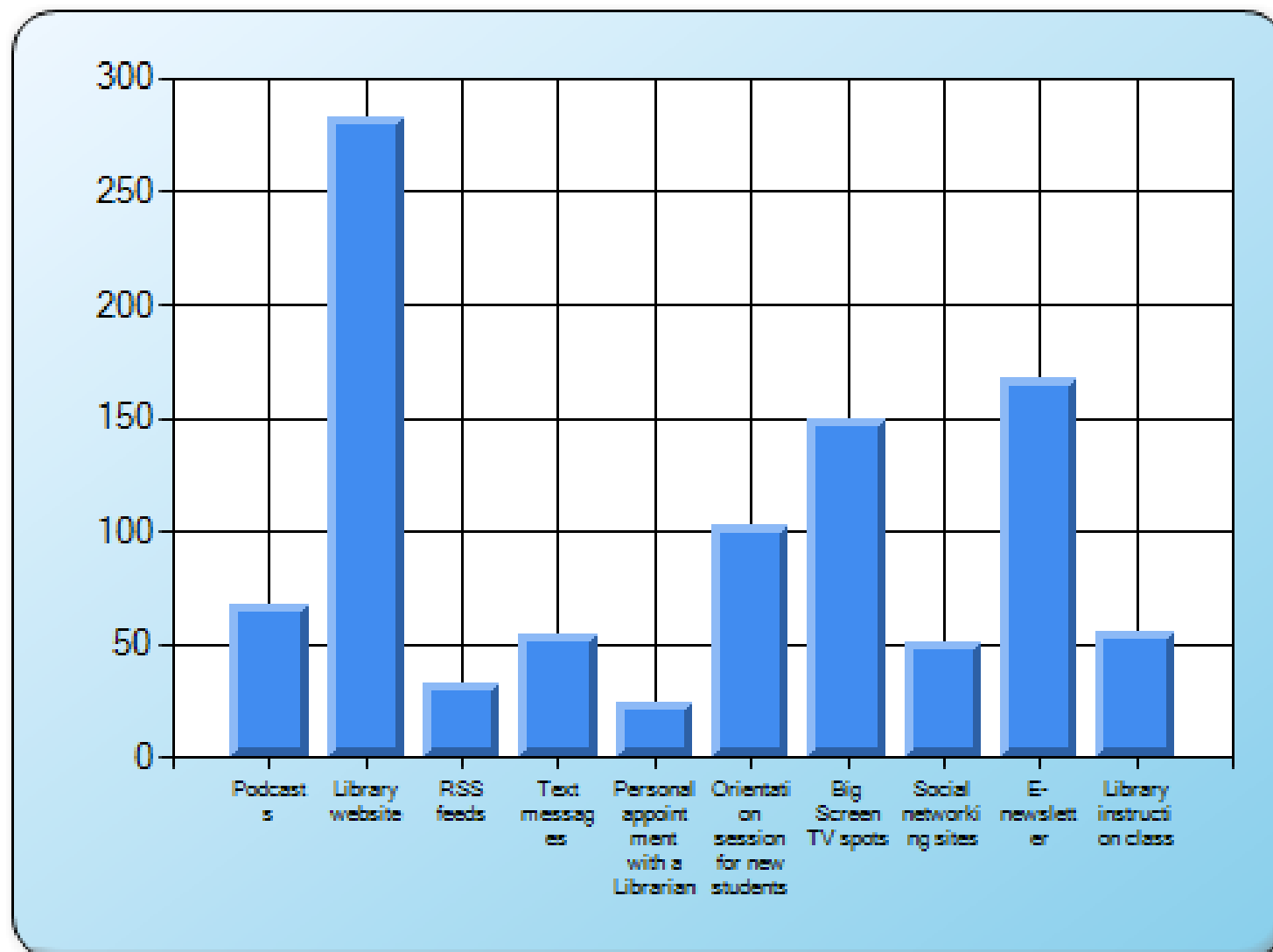
9.1. Please suggest improvements in directional signs that would help you find materials.

- The second floor books are arranged in a confusing way. You go down aisles, and you see other aisles and only some of them have good signs indicating what types of books are there.
- Especially for the print journals and the government documents section, it is always hard to find the one I am searching for
- Like having more visual signs explaining where things are located.
- Directional signs inside the elevators
- Some people aren't familiar with the way books are sorted, so maybe there could be signs explaining the library system.
- Perhaps some type of color coding would be nice.
- Maybe some of the signs can be made more visible to students but they are there. For example, some students still get confused with finding books and journals on the third floor. They sometimes look for books in the journals section and obviously never find what they are looking for unless staff finds them wandering and looking frustrated.
- Maybe a colorful mall-like central directory display on the 1st floor

10: How would you like to learn about the Library's existing or new services and resources? (Check all that appeal to you)

Response	Frequency	Count
Podcasts	17.9%	68
Library website	74.7%	283
RSS feeds	8.7%	33
Text messages	14.5%	55
Personal appointment with a Librarian	6.3%	24
Orientation session for new students	26.9%	102
Big Screen TV spots	39.3%	149
Social networking sites	13.5%	51
E-newsletter	44.3%	168
Library instruction class	14.8%	56
Valid Responses		379
Total Responses		379

10: How would you like to learn about the Library's existing or new services and resources? (Check all that appeal to you)



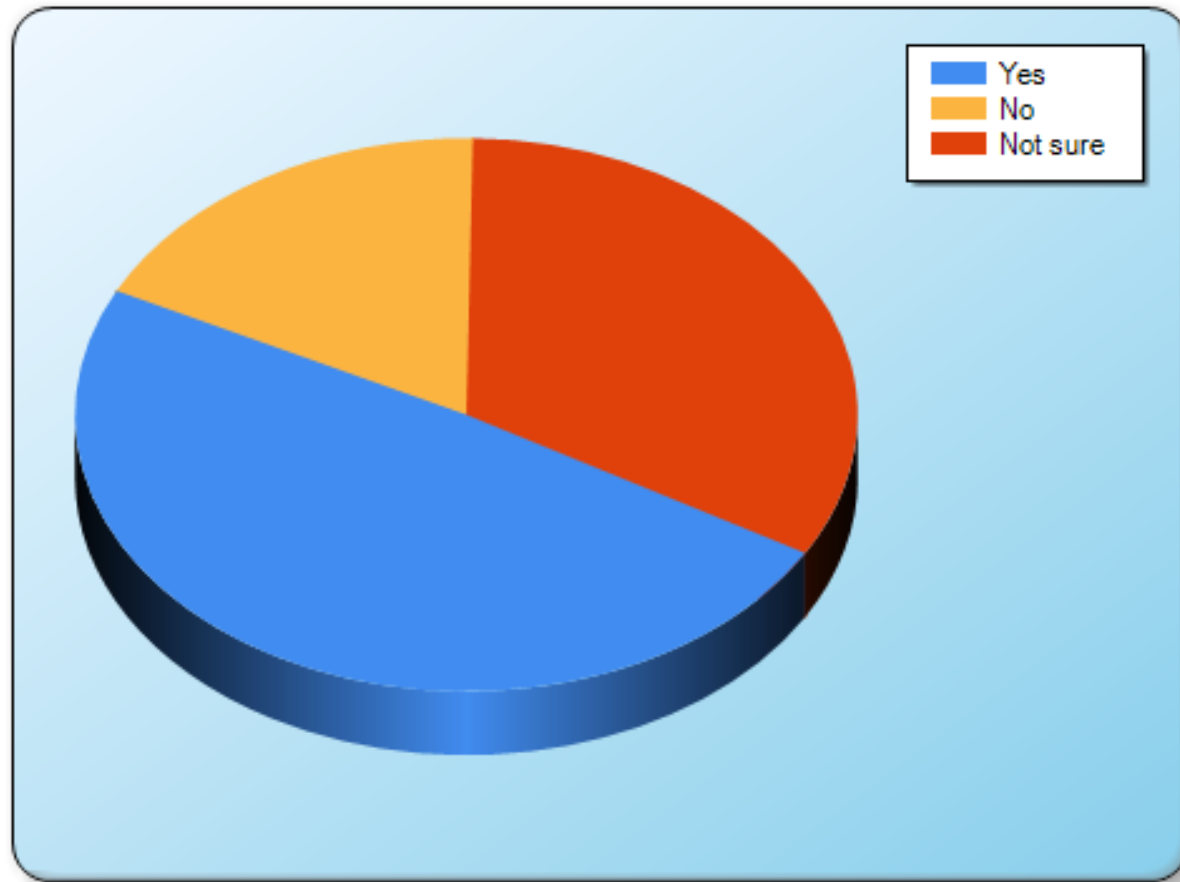
10.1. Are there any other methods of communication that would be more convenient for you? If so, please provide your ideas.

- Putting new info about the library on Blackboard and MyWings would help, since I check those very often from home.
- Email
- Podcasting is unique and would appeal to students.
- Through our professors if new services and resources will help with assignments
- Signs in the library entrance
- Spinnaker Newspaper
- Twitter?
- I had an instruction session for one of my classes and it was a savior to my college career, they should be mandatory for a freshmen and sophomore class
- Facebook
- Put it (updates) on the desktop of all computers

11: We know that noise and cell phone use have been a source of complaint. We have made an effort to correct the noise problem. Have the noise levels improved over the past year?

Response	Frequency	Count
Yes	49.1%	184
No	17.9%	67
Not sure	33.1%	124
Not Answered		4
Mean		1.840
Standard Deviation		0.893
Valid Responses		375
Total Responses		379

11: We know that noise and cell phone use have been a source of complaint. We have made an effort to correct the noise problem. Have the noise levels improved over the past year?



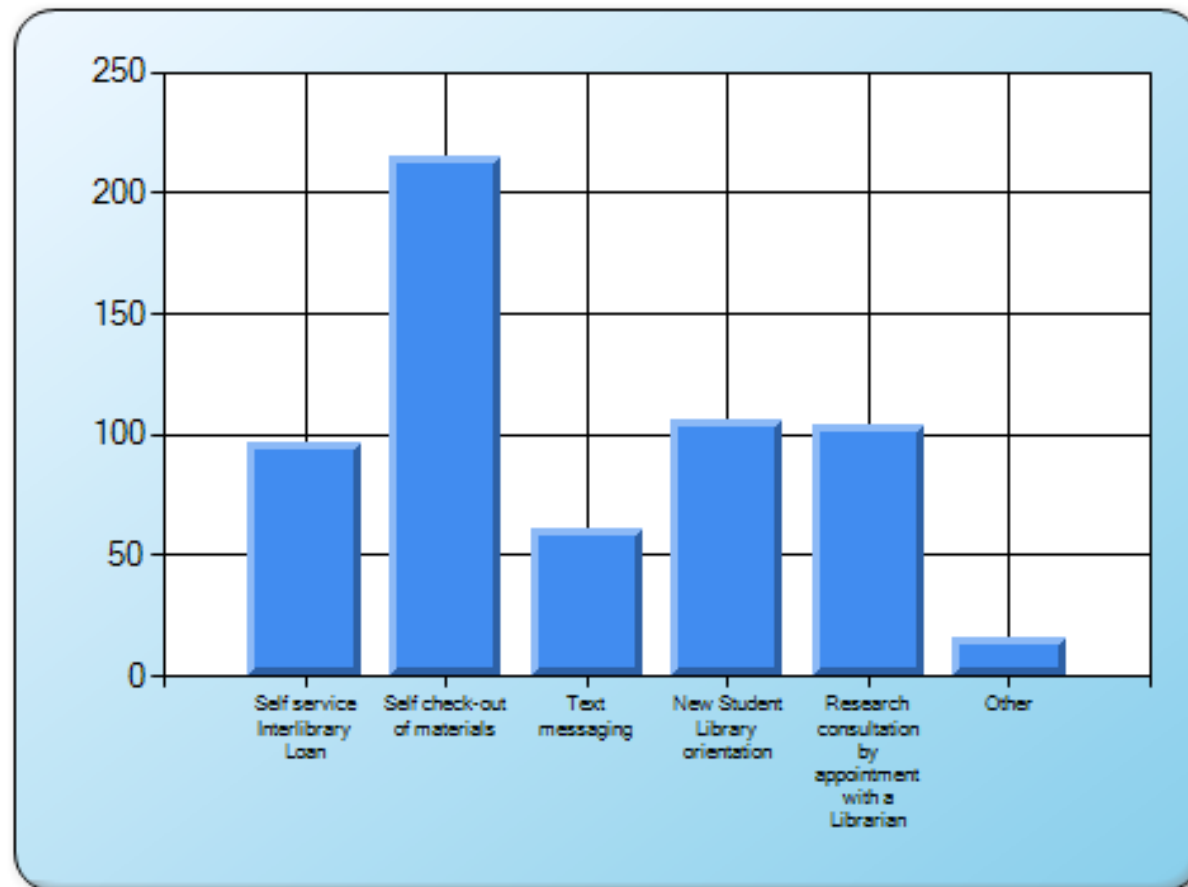
12. Please give us some ideas for helping to reduce excess noise and cell phone use.

- Fines
- Cell phone use area
- I believe the noise has gone down significantly on the 3rd and 4th floors, and I'd like to thank you for that.
- Quiet floors on 3rd & 4th and let us talk on 1st & 2nd floors
- The cell phone hasn't been an issue for me, but excessive noise on the fourth floor has been a distraction. I suggest that the offenders be removed from the library immediately to prevent further distraction of studying students.
- Enforce the policy
- More signs
- More group study rooms. I have noticed and experienced the noise, mostly because no group rooms were available for groups to converse over their project.
- Cut the signal inside the library
- Librarians could be aware of loud groups, especially on the 3rd and 4th floors which are supposed to be quiet floors. They could politely ask these people to move to another floor or at least to a group study room.
- The "Text don't talk" signs are nice. Otherwise, there is only so much you can do.

13: Which of the following services would you like the Library to add? (Check all they apply)

Response	Frequency	Count
Self service Interlibrary Loan	25.7%	97
Self check-out of materials	56.9%	215
Text messaging	16.1%	61
New Student Library orientation	28.0%	106
Research consultation by appointment with a Librarian	27.5%	104
Other	4.2%	16
Valid Responses		378
Total Responses		378

13: Which of the following services would you like the Library to add? (Check all they apply)

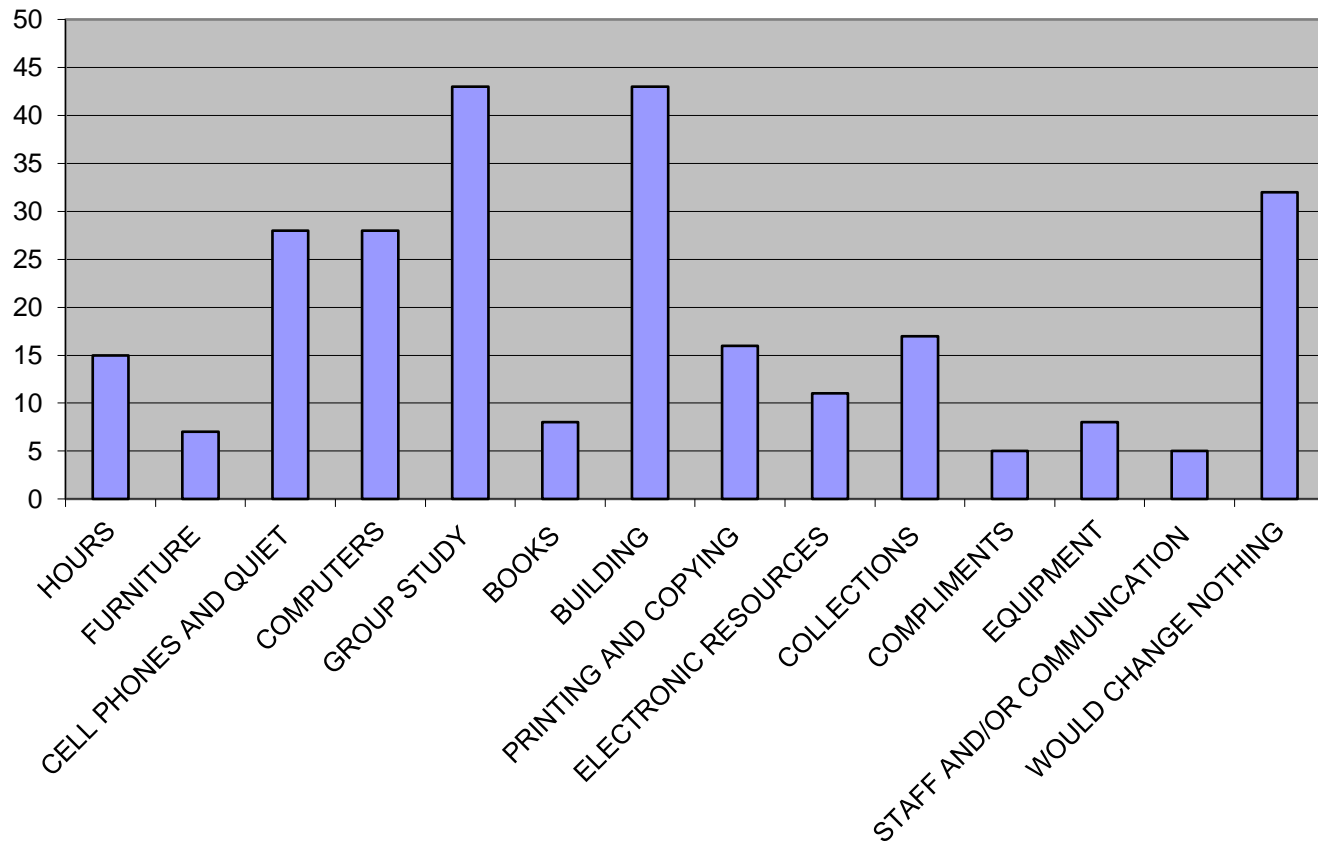


14. If you could change one thing about the Library, what would it be?



Response	Numbers	Percent
Hours	15	5
Furniture	7	3
Cell phones & Quiet	28	10
Computers	28	10
Group study	43	16
Books	8	3
Building	43	16
Printing & Copying	16	6
Electronic resources	11	6
Collections	17	6
Compliments	5	1
Equipment	8	3
Staff &/or Communication	5	1
Would change nothing	32	12
Total	266	98

Number of Response



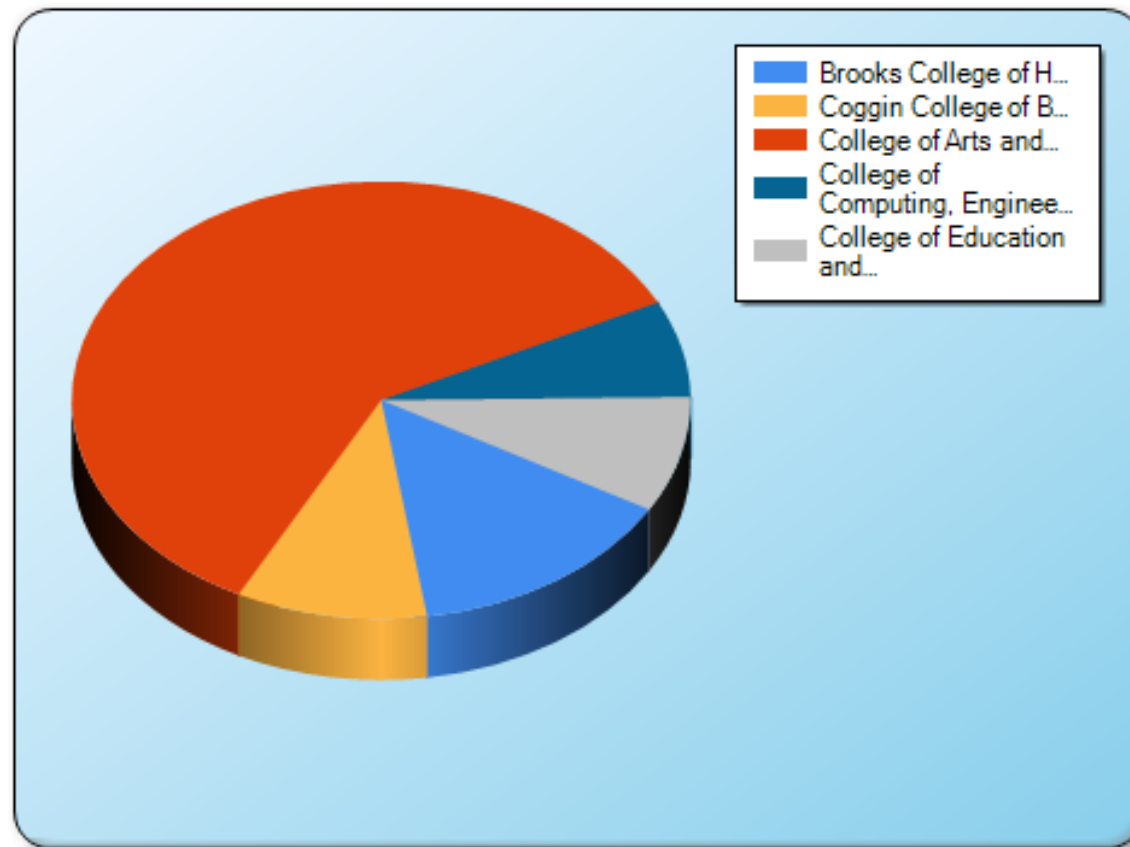
Faculty Survey



A: In what college do you teach?

Response	Frequency	Count
Brooks College of Health	14.3%	10
Coggin College of Business	10.0%	7
College of Arts and Sciences	60.0%	42
College of Computing, Engineering, and Construction	7.1%	5
College of Education and Human Services	8.6%	6
Not Answered		5
Mean		2.857
Standard Deviation		1.040
Valid Responses		70
Total Responses		75

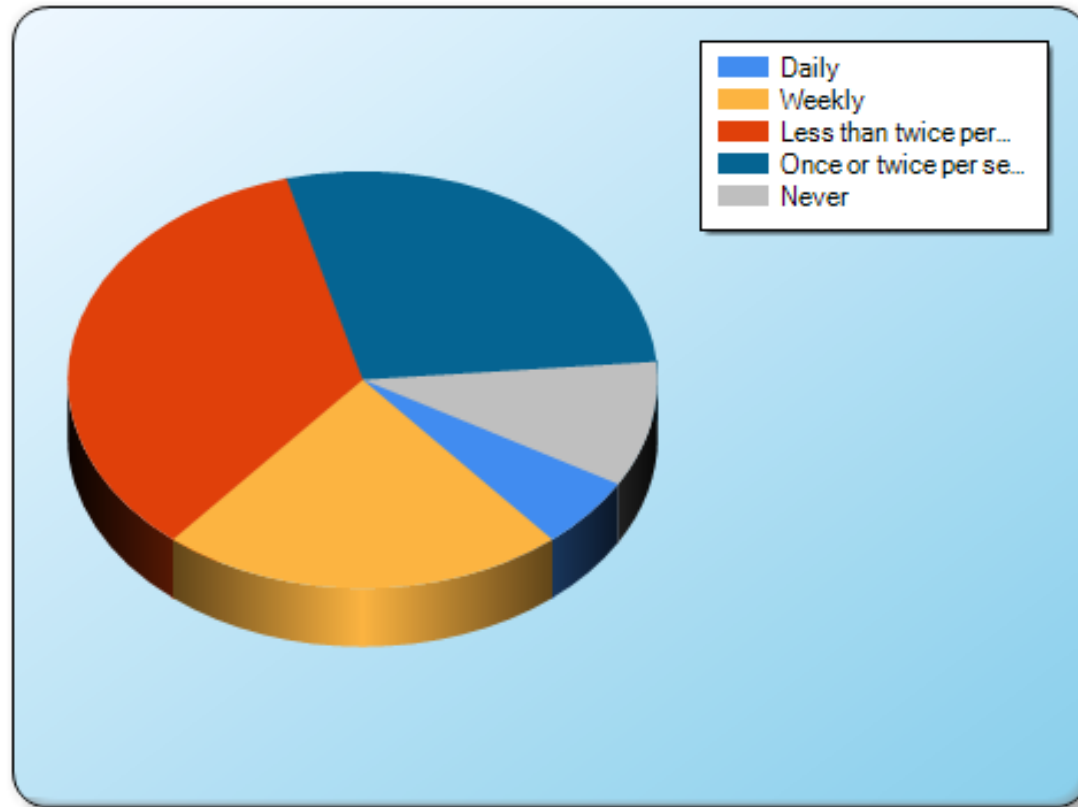
A: In what college do you teach?



B: How often do you visit the Library in person?

Response	Frequency	Count
Daily	5.6%	4
Weekly	22.2%	16
Less than twice per month	34.7%	25
Once or twice per semester	27.8%	20
Never	9.7%	7
Mean		3.139
Standard Deviation		1.052
Valid Responses		72
Total Responses		72

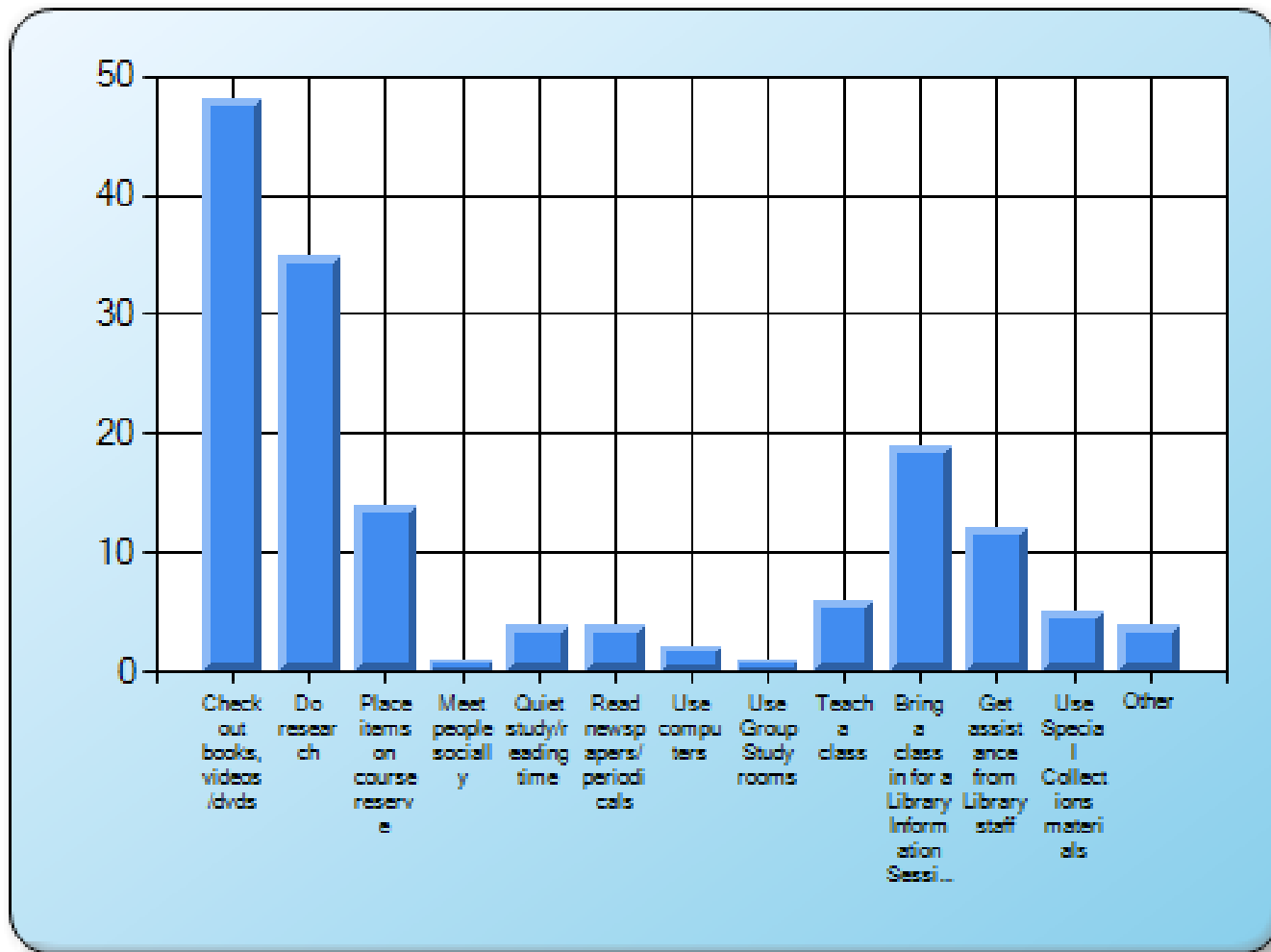
B: How often do you visit the Library in person?



C: Why do you come to the Library?

Response	Frequency	Count
Check out books, videos/dvds	77.4%	48
Do research	56.5%	35
Place items on course reserve	22.6%	14
Meet people socially	1.6%	1
Quiet study/reading time	6.5%	4
Read newspapers/periodicals	6.5%	4
Use computers	3.2%	2
Use Group Study rooms	1.6%	1
Teach a class	9.7%	6
Bring a class in for a Library Information Session	30.6%	19
Get assistance from Library staff	19.4%	12
Use Special Collections materials	8.1%	5
Other	6.5%	4
Valid Responses		62
Total Responses		62

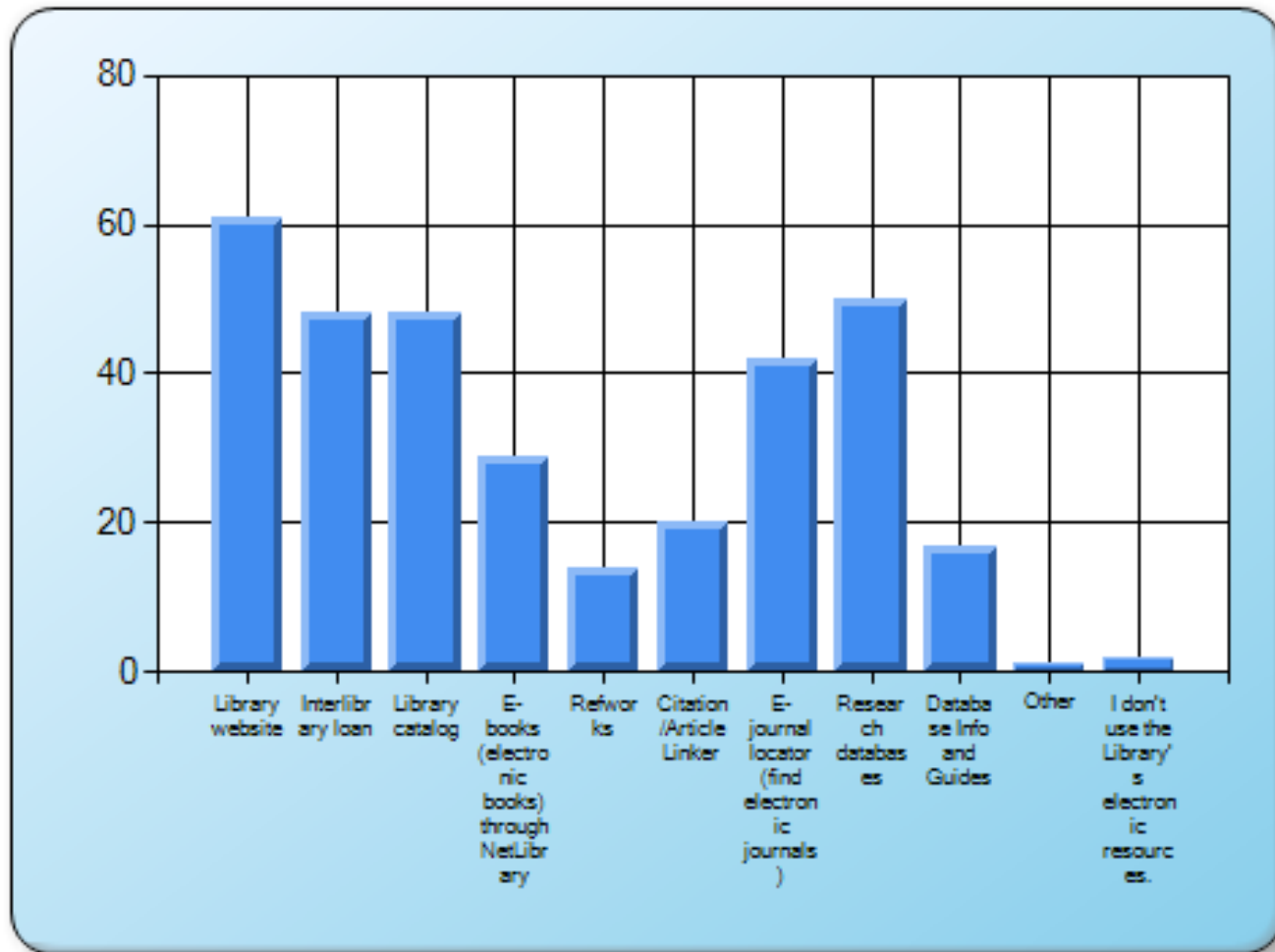
C: Why do you come to the Library?



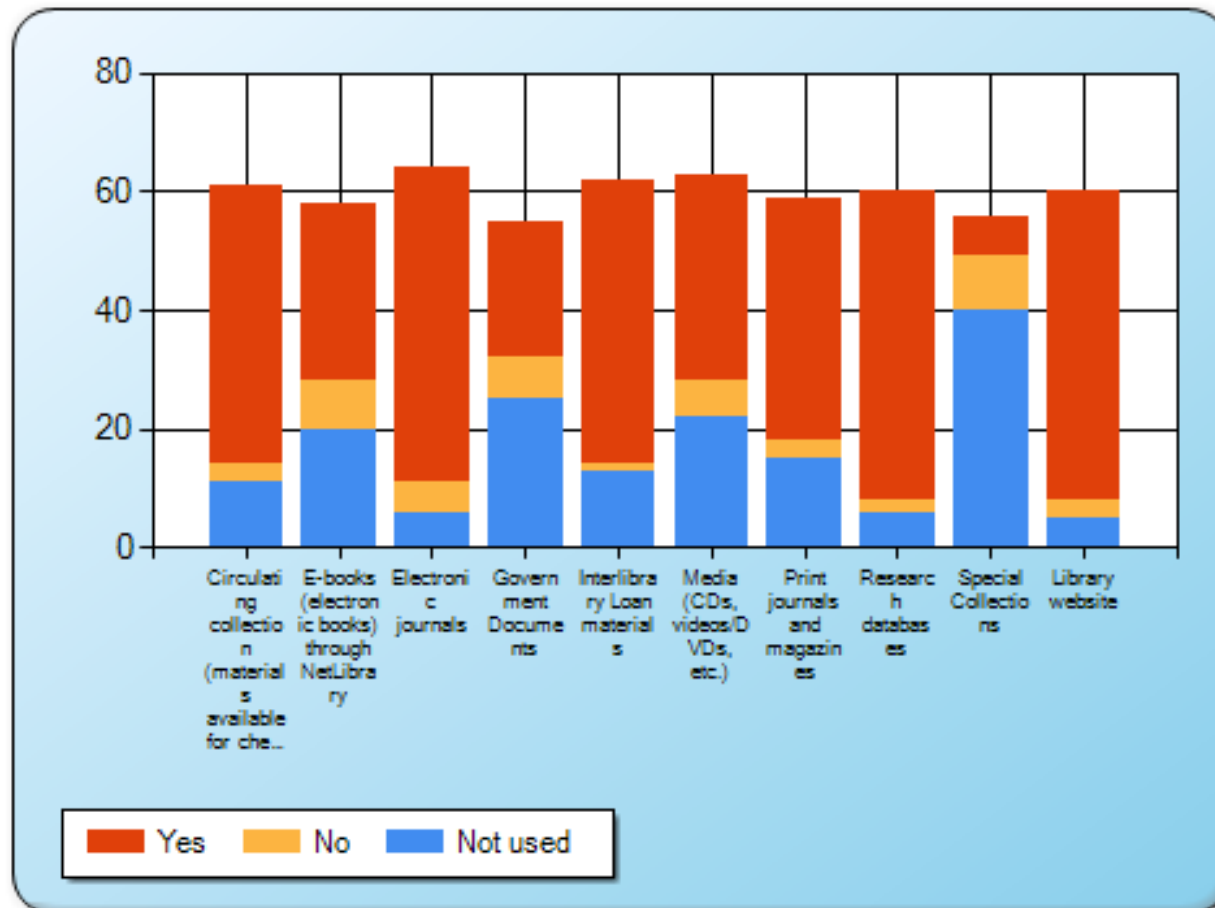
D: Select the electronic resources you use. (Choose all that apply)

Response	Frequency	Count
Library website	89.7%	61
Interlibrary loan	70.6%	48
Library catalog	70.6%	48
E-books (electronic books) through NetLibrary	42.6%	29
Refworks	20.6%	14
Citation/Article Linker	29.4%	20
E-journal locator (find electronic journals)	61.8%	42
Research databases	73.5%	50
Database Info and Guides	25.0%	17
Other	1.5%	1
I don't use the Library's electronic resources.	2.9%	2
Valid Responses		68
Total Responses		68

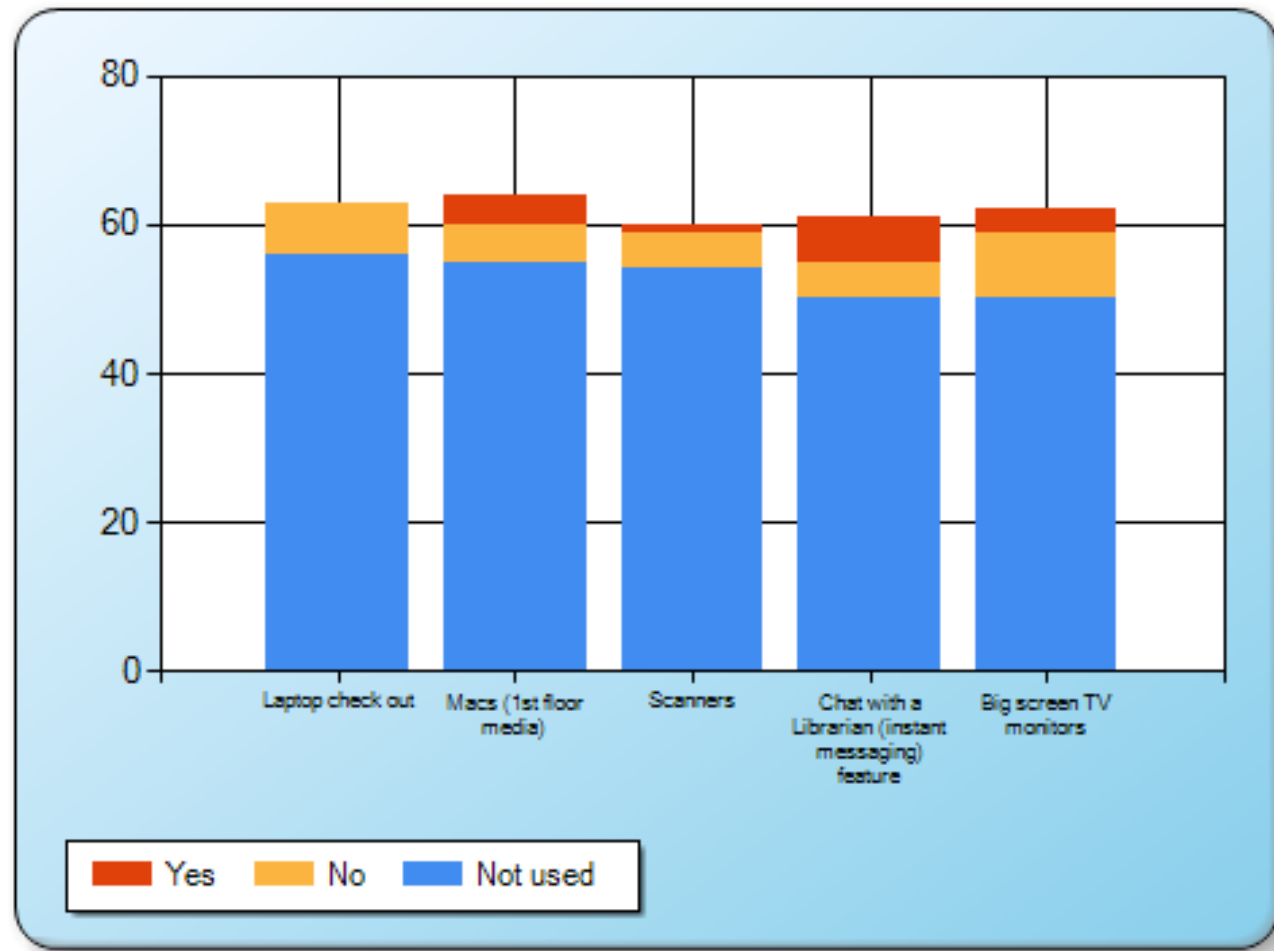
D: Select the electronic resources you use. (Choose all that apply)



E: Do you find these resources helpful in your teaching and research?



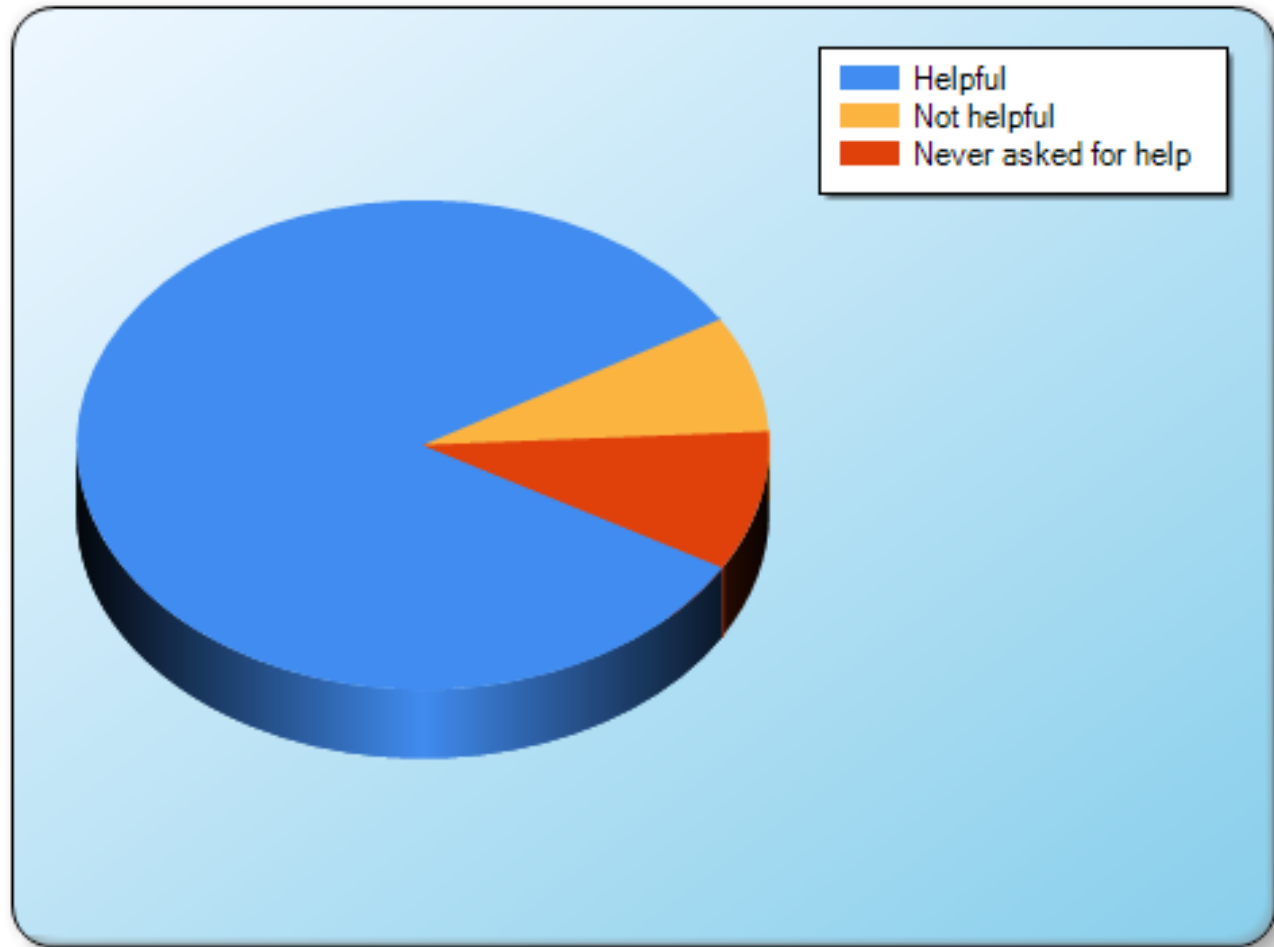
F: The Library recently added some new services. Have you found them useful?



G: Please describe your experience with library staff members. Have they been:

Response	Frequency	Count
Helpful	83.1%	54
Not helpful	7.7%	5
Never asked for help	9.2%	6
Not Answered		1
Mean		1.262
Standard Deviation		0.619
Valid Responses		65
Total Responses		66

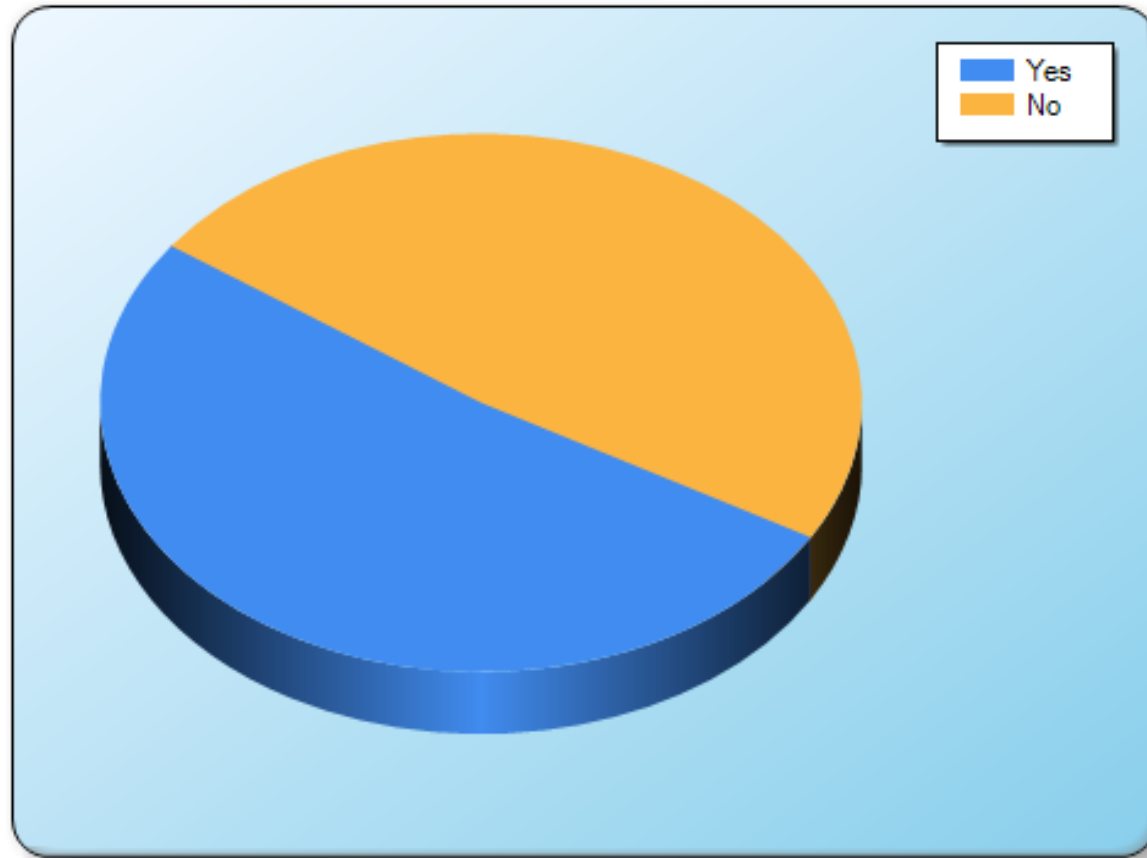
G: Please describe your experience with library staff members. Have they been:



H: Have you had a Library Information Session for any of your courses?

Response	Frequency	Count
Yes	51.6%	33
No	48.4%	31
Not Answered		2
Mean		1.484
Standard Deviation		0.504
Valid Responses		64
Total Responses		66

H: Have you had a Library Information Session for any of your courses?



If yes, please add your thoughts/impressions or provide suggestions for improvement in the comment box below. If no, please tell us why you have not used this service.

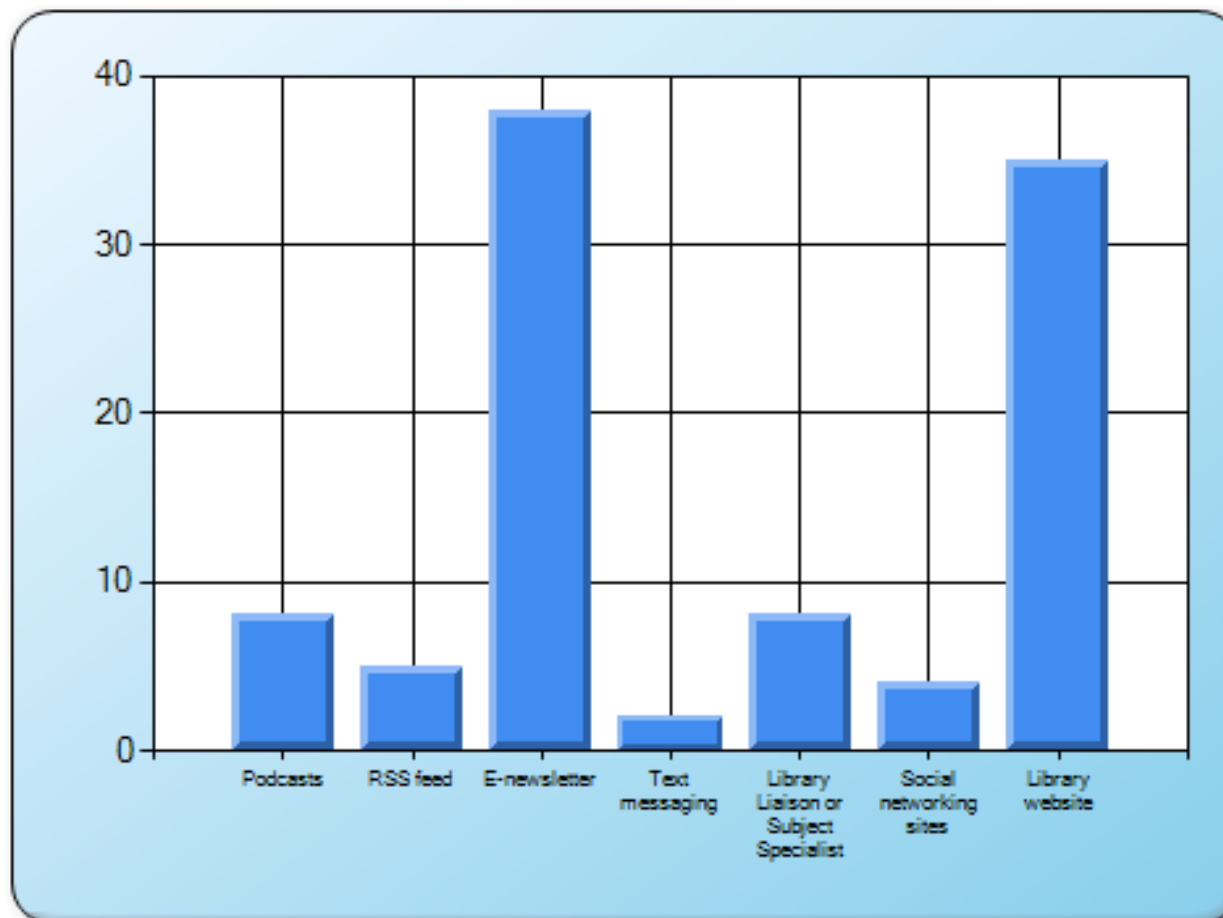
- I have sent comments directly to the instructors.

(this was the only comment here)

I: How would you like to learn about new materials and services available at the Library? (Check all that appeal to you)

Response	Frequency	Count
Podcasts	12.1%	8
RSS feed	7.6%	5
E-newsletter	57.6%	38
Text messaging	3.0%	2
Library Liaison or Subject Specialist	12.1%	8
Social networking sites	6.1%	4
Library website	53.0%	35
Valid Responses		66
Total Responses		66

I: How would you like to learn about new materials and services available at the Library? (Check all that appeal to you)



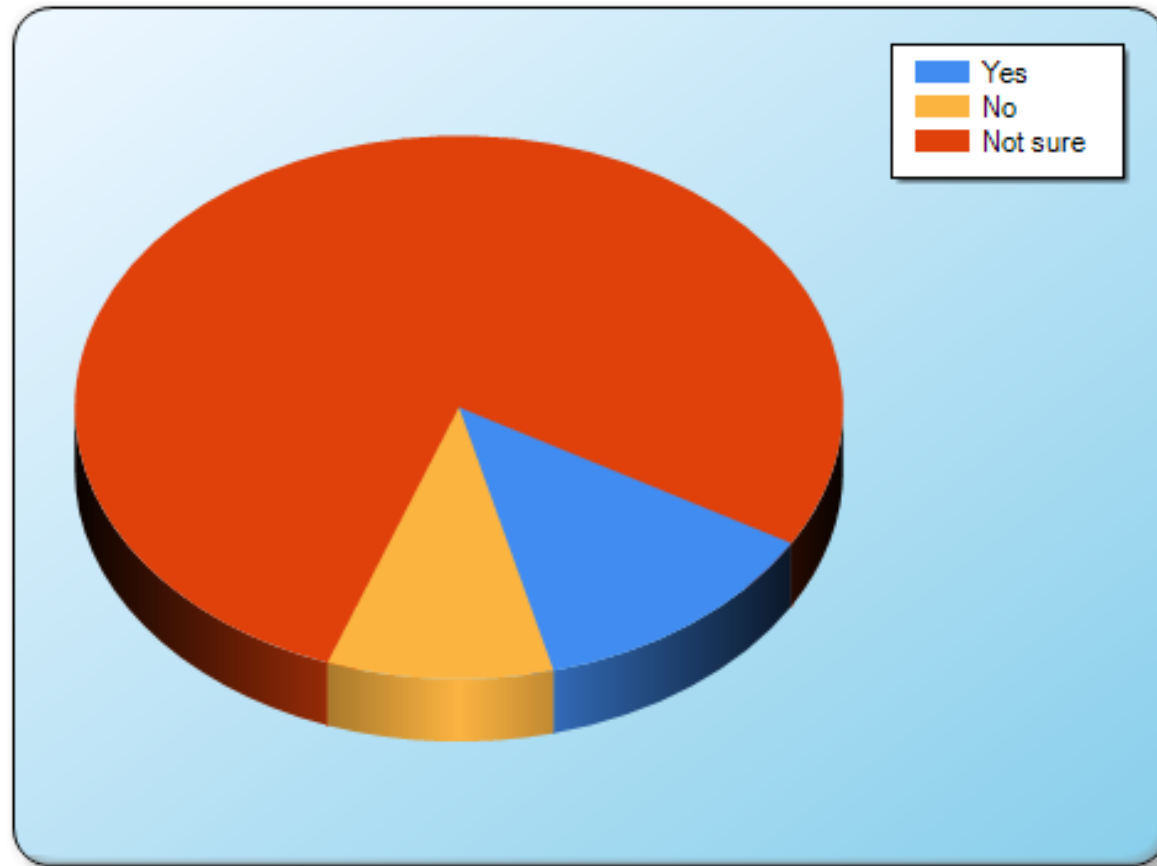
J. Can you think of any other ways the Library can provide effective information on general use of the Library, general research with online resources, or new materials and services to you or your students?

No responses

K: We know that noise and cell phone use have been a source of complaint. We have made an effort to correct the noise problem. Have the noise levels improved over the past year?

Response	Frequency	Count
Yes	12.7%	8
No	9.5%	6
Not sure	77.8%	49
Not Answered		3
Mean		2.651
Standard Deviation		0.699
Valid Responses		63
Total Responses		66

K: We know that noise and cell phone use have been a source of complaint. We have made an effort to correct the noise problem. Have the noise levels improved over the past year?



Please provide some ideas for helping to reduce excess noise and cell phone use.

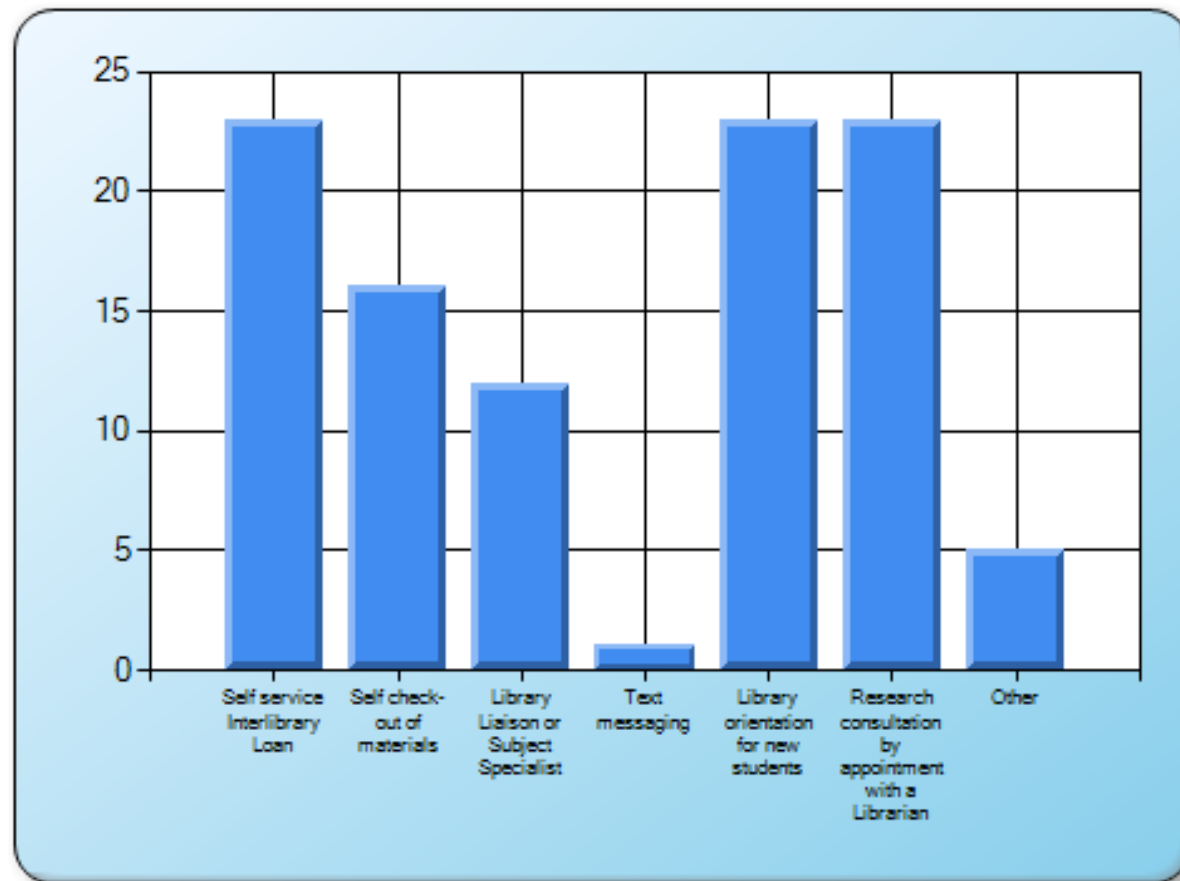
- Ask students to leave who ignore the policies.



L: Which of the following services would you like the Library to add? (Check all that appeal to you)

Response	Frequency	Count
Self service Interlibrary Loan	34.8%	23
Self check-out of materials	24.2%	16
Library Liaison or Subject Specialist	18.2%	12
Text messaging	1.5%	1
Library orientation for new students	34.8%	23
Research consultation by appointment with a Librarian	34.8%	23
Other	7.6%	5
Valid Responses		66
Total Responses		66

L: Which of the following services would you like the Library to add? (Check all that appeal to you)



M. If you could change anything about the Library, what would it be?

- Set up a book recall system so that books can circulate faster and more efficiently
- Allow continual renewals via the net for faculty
- I would improve the online databases, beginning with much more complete access to online journal collections. The materials that UNF has access to are a pittance. They are not complete enough to have upper level undergrads and master's students do any kind of specialized research. I would also like to subscribe to more primary source materials online for declassified American policy documents (there are a few options), but we really must have better access to online journals first.